



IC Memorandum 13-12

To: KEHP Insurance Coordinators

From: Department of Employee Insurance

Re: Demographic Information in KHRIS

Date: April 17, 2013

Commonwealth of Kentucky
Personnel Cabinet
Department of Employee Insurance
2nd Floor, State Office Building
501 High Street
Frankfort, Kentucky 40601

Web Site: kehpn.ky.gov

During last Open Enrollment, we received approximately 3,000 pieces of returned mail due to an incorrect address, insufficient address or no forwarding address in KHRIS. It is very important that we are able to reach KEHP members to explain benefits, provide updates about Patient Protection and Affordable Care Act (PPACA) changes, and for the upcoming Open Enrollment.

We strongly encourage you to reach out to your employees to update their mailing address, phone number and email in **KHRIS ESS**. Please express to them the importance of keeping information up to date.

They may do so by following the steps outlined below:

Go to <https://khris.ky.gov/iri/portal>
Enter the User ID and PW
Click on Personal Information (on the left side of the screen)
Click on Addresses
Click Edit
Make the Changes
Click Review
Click Save
Log Off (top right hand corner of the screen)

KHRIS User IDs are a combination of three letters and four numbers (ex. ABC1234). An employee can reset his/her password in KHRIS.

If an employee has forgotten his/her KHRIS User ID or locked his/her account, they can contact the KHRIS helpdesk at 502-564-4357 or email PERS.KHRIShelpdesk@ky.gov.

In addition, please remember if you change demographics in MUNIS, or another system, that information does not automatically update KHRIS. You must enter the employee's demographic information in both KHRIS and your system, MUNIS or otherwise.

